

CSHCS Alert #5 - Letter to Families re: CSHCS MHP enrollment and LHD FAQ
document
Fri 7/27/2012

Colleagues,

Please be advised that beginning next week, letters will be mailed to all CSHCS/Medicaid beneficiaries informing them of the transition from Medicaid FFS to Medicaid Managed Care, which will occur this fall. A different letter will be sent to beneficiaries in the U.P. and the Lower Peninsula. In addition, beneficiaries age 18 and up will receive a slightly different letter than those beneficiaries under the age 18. All 4 versions of this letter are attached.

A second letter to families will be sent approximately one month after the first letter, and then it is expected that enrollment packages will be mailed to families from Michigan Enrolls throughout the month of October.

We anticipate that local health departments and the Family Phone Line will receive phone calls as a result of these communications. The mailing of the first letter will begin next week, but will be staggered over a 2 to 3 week period (due to the amount of letters being sent and the potential call volume which will result).

Also attached is the Q&A document that has been prepared with the questions that LHDs have sent to MDCH on this topic. This document is intended for use by LHDs and the Family Phone Line in order to respond to inquiries; it is not the intent for this document to be distributed to families or other agencies. We are preparing a separate Q&A document for families which will be available within the next few weeks. The attached document should assist LHDs and the Family Phone Line with responding to inquiries in a consistent manner across the state.

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